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July 18, 2003

To: Nursing Facilities
Therapy Providers

Subject: Provider Letter #03-15
SECOND REMINDER: Submittal of Claims Within 12 Months

This provider letter serves as a second reminder for implementation of the 12-Month Rule. Reference Provider Letter 02-44, titled "Submittal of Claims within 12 Months" and Provider Letter 03-10, titled "First Reminder, Submittal of Claims within 12 Months." These information letters provided notification to all providers that effective November 1, 2002, the Texas Department of Human Services (DHS) required providers to submit claims for services to DHS within 12 months. Provider Letter 02-44 states that although the rules were effective November 1, 2002, the rules would not be applied to claims until on or after November 1, 2003.

The delay in implementing the rule provides agencies time to submit claims for unpaid services. At this time, provider agencies may bill for any unpaid services provided before November 1, 2003.

DENIAL OF CLAIMS

Upon implementation of the rule, any claim submitted more than 12 months from the last day of the month in which services were delivered will not be paid. This ruling includes initial claims, resubmitted claims, and claims for unpaid units. See examples below for the distinction between an initial claim and a rebilled claim for unpaid units.

New Claim

Example: Effective date of the rule is November 1, 2002.

- Service dates are November 1, 2002 through November 15, 2002.
- Claim is submitted November 20, 2003.
- Service dates are after November 1, 2002 (For purposes of this rule, "date of service is defined as the last day of the month in which the service was provided."). The claim **can** be paid as long as it is submitted prior to December 1, 2003, and the claim is approved for payment.

Rebill

Example: Effective date of the rule is November 1, 2002.

- Initial claim of 30 hours for service dates of November 1, 2002 through November 15, 2002 was paid on December 8, 2002.

Claim is submitted December 5, 2003 for an additional 20 hours covering service dates of November 1, 2002 through November 15, 2002.

- Service dates are after November 1, 2003. The claim **cannot** be paid. Although the agency billed/received payment for the first 30 hours, the claim for the additional hours was submitted more than 12 months from the last day of the month in which services were delivered.

RESOURCES AVAILABLE

Provider agencies should continue to work with DHS staff to submit unpaid claims. As indicated in previous information letters, prompt submission and payment of claims is a priority for DHS. DHS has several resources available to help resolve outstanding billing issues prior to the billing deadline. This includes contacting the regional Claims Management System (CMS) Coordinator in the agency's region (list included with Information Letter No. 02-44) or the DHS Provider Claims Services Help Desk at (512) 490-4666. Additionally, payment problems can be submitted to the Provider Claims Services Problem website at:

<http://ausmis31.dhs.state.tx.us/cmsmail>

AVAILABILITY OF PREVIOUS PROVIDER LETTERS

Previous provider letters on the same subject, the Code of Federal Regulations (CFR), the list of Claims Management System (CMS) Regional Coordinators, and the list of Regional Directors for Long Term Care Services may be found at the following address:

<http://www.dhs.state.tx.us/providers/LTC-Policy/index.html> — under Communications: Provider Letters.

Thank you for your continued support. Please contact the Provider Claims Services Help Desk or your CMS Coordinator if you have any questions regarding this information letter.

Sincerely,

[signature on file]

Becky Beechinor
Assistant Deputy Commissioner
Long Term Care Services

BB:mgm